

MAIL TO:

STATE OF UTAH
 DIVISION OF PURCHASING
 3150 STATE OFFICE BUILDING, CAPITOL HILL
 P.O. BOX 141061
 SALT LAKE CITY, UTAH 84114-1061
 TELEPHONE (801) 538-3026
<http://purchasing.utah.gov>

Request for ProposalSolicitation Number: **DG5507**Due Date: **10/05/04 at 3:00 P.M.**

Date Sent: August 27, 2004

Goods and services to be
 purchased:

LONG DISTANCE, 800 SERVICES ETC. FOR ADMINISTRATIVE SERVICES**Please complete**

Company Name		Federal Tax Identification Number	
Ordering Address		City	State Zip Code
Remittance Address (if different from ordering address)		City	State Zip Code
Type <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Proprietorship <input type="checkbox"/> Government		Company Contact Person	
Telephone Number (include area code)	Fax Number (include area code)	Email Address	
Discount Terms (for bid purposes, bid discounts less than 30 days will not be considered)		Days Required for Delivery After Receipt of Order (see attached for any required minimums)	
Brand/Trade Name		Price Guarantee Period (see attached specifications for any required minimums)	
Minimum Order		Company's Internet Web Address	
The following documents are included in this solicitation: Solicitation forms, instructions and general provisions, and specifications. <u>Please review all documents carefully before completing.</u> The undersigned certifies that the goods or services offered are produced, mined, grown, manufactured, or performed in Utah. Yes _____ No _____. If no, enter where produced, etc. _____			
Offeror's Authorized Representative's Signature		Print or type name and title	Date

**STATE OF UTAH
DIVISION OF PURCHASING**

Request for Proposal

Solicitation Number: DG5507

Due Date: 10/05/04

Vendor Name:

State of Utah Division of Purchasing Approval	Date	Contract Number
Douglas G. Richins, Director		

LONG DISTANCE, 800 SERVICES ETC. PER ATTACHED SPECIFICATIONS.

THIS WILL RESULT IN A TWO YEAR CONTRACT WITH TWO (2) YEAR RENEWAL OPTIONS.

QUESTIONS ARE DUE SEPTEMBER 3, 2004 TO BILL THEEL BY 3:00 P.M. ANSWERS WILL BE POSTED ON PURCHASING'S WEBSITE BY SEPTEMBER 10, 2004.

FOR A WORD VERSION OF THIS DOCUMENT PLEASE CONTACT KELLEY MILLS AT 801-538-3151.

REQUEST FOR PROPOSAL - INSTRUCTIONS AND GENERAL PROVISIONS

1. PROPOSAL PREPARATION: (a) All prices and notations must be in ink or typewritten. (b) Price each item separately. Unit price shall be shown and a total price shall be entered for each item bid. (c) Unit price will govern, if there is an error in the extension. (d) Delivery time of services and products as proposed is critical and must be adhered to. (e) All products are to be of new, unused condition, unless otherwise requested in this solicitation. (f) Incomplete proposals may be rejected. (g) This proposal may not be withdrawn for a period of 60 days from the due date. (h) Where applicable, all proposals must include complete manufacturer's descriptive literature. (i) By signing the proposal the offeror certifies that all of the information provided is accurate, that they are willing and able to furnish the item(s) specified, and that prices offered are correct.

2. SUBMITTING THE PROPOSAL: (a) The proposal must be signed in ink, sealed, and if mailed, mailed in a properly-addressed envelope to the DIVISION OF PURCHASING, 3150 State Office Building, Capitol Hill, Salt Lake City, UT 84114-1061. **The "Solicitation Number" and "Due Date" must appear on the outside of the envelope.** (b) Proposals, modifications, or corrections received after the closing time on the "Due Date" will be considered late and handled in accordance with the Utah Procurement Rules, section 3-209. (c) **Your proposal will be considered only if it is submitted on the forms provided by the state. Facsimile transmission of proposals to DIVISION will not be considered.** (d) All prices quoted must be both F.O.B. Origin per paragraph 1.(c) and F.O.B. Destination. Additional charges including but not limited to delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose must be included in the proposal for consideration and approval by the Division of Purchasing & General Services (DIVISION). Upon award of the contract, the shipping terms will be F.O.B. Destination, Freight Prepaid with freight charges to be added to the invoice unless otherwise specified by the DIVISION. No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, costs of bonds, or for any other purpose will be paid by the state unless specifically included in the proposal and accepted by DIVISION. (e) By signing the proposal the offeror certifies that all of the information provided is accurate and that he/she offers to furnish materials/services for purchase in strict accordance with the requirements of this proposal including all terms and conditions.

3. SOLICITATION AMENDMENTS: All changes to this solicitation will be made through written addendum only. Bidders are cautioned not to consider verbal modifications.

4. PROPRIETARY INFORMATION: Suppliers are required to mark any specific information contained in their bid which is not to be disclosed to the public or used for purposes other than the evaluation of the bid. Each request for non-disclosure must be accompanied by a specific justification explaining why the information is to be protected. Pricing and service elements of any proposal will not be considered proprietary. All material becomes the property of the state and may be returned only at the state's option. Proposals submitted may be reviewed and evaluated by any persons at the discretion of the state.

5. BEST AND FINAL OFFERS: Discussions may be conducted with offerors who submit proposals determined to be reasonably susceptible of being selected for award for the purpose of assuring full understanding of, and responsiveness to, solicitation requirements. Prior to award, these offerors may be asked to submit best and final offers. In conducting discussions, there shall be no disclosure of any information derived from proposals submitted by a competing offeror.

6. SAMPLES: Samples, brochures, etc., when required, must be furnished free of expense to the state and if not destroyed by tests may, upon request made at the time the sample is furnished, be returned at the offeror's expense.

7. DIVISION APPROVAL: Contracts written with the State of Utah, as a result of this proposal, will not be legally binding without the written approval of the Director of the DIVISION.

8. AWARD OF CONTRACT: (a) The contract will be awarded with reasonable promptness, by written notice, to the lowest responsible offeror whose proposal is determined to be the most advantageous to the state, taking into consideration price and evaluation factors set forth in the RFP. No other factors or criteria will be used in the evaluation. The contract file shall contain the basis on which the award is made. Refer to Utah Code Annotated 65-56-21. (b) The DIVISION can reject any and all proposals. And it can waive any informality, or technicality in any proposal received, if the DIVISION believes it would serve the best interests of the state. (c) Before, or after, the award of a contract the DIVISION has the right to inspect the offeror's premises and

all business records to determine the offeror's ability to meet contract requirements. (d) The DIVISION will open proposals publicly, identifying only the names of the offerors. Proposals and modifications shall be time stamped upon receipt and held in a secure place until the due date. After the due date, a **register** of proposals shall be established. The **register** shall be open to public inspection, but the proposals will be seen only by authorized DIVISION staff and those selected by DIVISION to evaluate the proposals. The proposal(s) of the successful offeror(s) shall be open for public inspection for 90 days after the award of the contract(s). (e) Utah has a reciprocal preference law which will be applied against bidders bidding products or services produced in states which discriminate against Utah products. For details see Section 63-56 20.5 -20.6, Utah Code Annotated.

9. ANTI-DISCRIMINATION ACT: The offeror agrees to abide by the provisions of the Utah Anti-discrimination Act, Title 34 Chapter 35, U.C.A. 1953, as amended, and Title VI and Title VII of the Civil Rights Act of 1964 (42 USC 2000e), which prohibit discrimination against any employee or applicant for employment, or any applicant or recipient of services, on the basis of race, religion, color, or national origin; and further agrees to abide by Executive Order No. 11246, as amended, which prohibits discrimination on the basis of sex; 45 CFR 90 which prohibits discrimination on the basis of age, and Section 504 of the Rehabilitation Act of 1973 or the Americans with Disabilities Act of 1990, which prohibits discrimination on the basis of disabilities. Also offeror agrees to abide by Utah's Executive Order, dated March 17, 1993, which prohibits sexual harassment in the workplace. Vendor must include this provision in every subcontract or purchase order relating to purchases by the State of Utah to insure that the subcontractors and vendors are bound by this provision.

10. WARRANTY: The contractor agrees to warrant and assume responsibility for all products (including hardware, firmware, and/or software products) that it licenses, contracts, or sells to the State of Utah under this contract for a period of one year, unless otherwise specified and mutually agreed upon elsewhere in this contract. The contractor (seller) acknowledges that all warranties granted to the buyer by the Uniform Commercial Code of the State of Utah applies to this contract. Product liability disclaimers and/or warranty disclaimers from the seller are not applicable to this contract unless otherwise specified and mutually agreed upon elsewhere in this contract. In general, the contractor warrants that: (1) the product will do what the salesperson said it would do, (2) the product will live up to all specific claims that the manufacturer makes in their advertisements, (3) the product will be suitable for the ordinary purposes for which such product is used, (4) the product will be suitable for any special purposes that the State has relied on the contractor's skill or judgement to consider when it advised the State about the product, (5) the product has been properly designed and manufactured, and (6) the product is free of significant defects or unusual problems about which the State has not been warned. Remedies available to the State include the following: The contractor will repair or replace (at no charge to the State) the product whose nonconformance is discovered and made known to the contractor in writing. If the repaired and/or replaced product proves to be inadequate, or fails of its essential purpose, the contractor will refund the full amount of any payments that have been made. Nothing in this warranty will be construed to limit any rights or remedies the State of Utah may otherwise have under this contract.

11. DEBARMENT: The CONTRACTOR certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction (contract) by any governmental department or agency. If the CONTRACTOR cannot certify this statement, attach a written explanation for review by the STATE.

12. GOVERNING LAWS AND REGULATIONS: All State purchases are subject to the Utah Procurement Code, Title 63, Chapter 56 Utah Code Annotated 1953, as amended, and the Procurement Rules as adopted by the Utah State Procurement Policy Board (Utah Administrative Code Section R33). These are available on the Internet at www.purchasing.utah.gov.

(Revision 14 Mar 2003 - RFP Instructions)

**Statewide IntraLATA, Interstate
Long Distance, 800 Services, etc.
Request for Proposal
Solicitation Number: DG5507**

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**Statewide IntraLATA, Interstate
Long Distance, 800 Services, etc.
Request for Proposal
Solicitation Number: DG5507**

Section 1. Project Intent

1.1 Summary Statement

The Department of Administrative Services, Division of Information Technology Services (ITS) is soliciting proposals for IntraLATA, Interstate and International long distance services, calling cards, conferencing and 800 services for Utah State Government.

To minimize the use of offeror, offerors, offeror's and offerors', the State has used such alternative words as you, your and their.

The State considers as unacceptable, offeror responses such as, "if selected as the successful supplier, then a policy/procedure will be created/implemented" (or anything similar).

1.2 Issuing Office and Project Manager

This Request for Proposal (RFP) is issued by the State of Utah, Division of Purchasing for the Department of Administrative Services, Division of Information Technology Services.

Division of Purchasing

Address: State Office Building, Room 3150
Salt Lake City, Utah 84114
Purchasing Officer: Debbie Gundersen
Telephone: (801) 538-3150
Fax: (801) 538-3882
E-mail: dgundersen@utah.gov

Division of Information Technology Services

Address: State Office Building, Room 6000
Salt Lake City, Utah 84114
Project Manager: Bill Theel
Telephone: (801) 538-3333
Fax: (801) 538-3622
E-mail: btheel@utah.gov

The Project Manager is the sole point of contact for purposes of this RFP.

1.3 **Schedule of Events**

Deadline for receipt of questions:..... September 3, 2004

NOTE: Submit questions to Bill Theel via e-mail btheel@utah.gov, cc: Debbie Gundersen dgundersen@utah.gov.

Response to questions:..... September 10, 2004

(Be aware, a bidder's conference will not be held.)

Proposals Due:..... October 5, 2004 @ 3:00 PM

1.4 **Submission of Proposals**

The Division of Purchasing must receive proposals no later than 3:00 PM on the date specified in Section 1.3 above. An original and five (5) copies of each proposal must be submitted. Late proposals will not be considered. Proposals may be modified or withdrawn at any time prior to the deadline for submission.

1.5 **Contract Period**

Contract(s) will be awarded for an initial two-year period. Subsequently, two (2) two-year contract extensions are possible at the State's discretion and by mutual State/supplier agreement for a potential six (6) year contract period (2+2+2 = 6). Factors such as reduced rates, emerging transport technologies, contract supplier performance/solvency issues, etc. could prompt the State to re-bid for long-distance and/or 800 services. FYI - This RFP and the successful offeror's response to it will become part of the contract.

1.6 **Scope of Contract**

The State reserves the right to partition the award to multiple offerors, to selectively purchase items offered in response to this RFP (geographically, by governmental entity or for diversity in suppliers) or to seek a separate competitive bid or proposal, if it is in the State's best interest to do so.

To be considered compliant, offeror's must possess the: 1) financial ability to implement a project of this size and support it over the long term, 2) ability to provide the required services at all locations and for all services in a timely manner and 3) experience providing long distance, 800, etc. services to governmental entities.

Successful offeror(s) will be awarded a "statewide" contract. Therefore, contract awardee(s) must agree to provide their services and products to: 1) State agencies that do not fall under the service responsibility of ITS, specifically the Judicial and Legislative Branches of State Government and 2) all political subdivisions, e.g., cities, counties, higher education and public education. These political entities must: 1) be extended the same prices and contract terms for all of the services, e.g., long distance, 800 service, calling card, directory assistance, audio/video conference services, etc. that will be awarded as a result of this RFP and 2) be able to deal directly with contract

awardee(s).

The State of Utah and the 74 political subdivisions that presently use the State's existing "statewide" long distance contracts, represent many thousands of lines. Therefore, converting from an incumbent provider (incumbent providers) to subsequent contract awardee(s) represents a daunting task/challenge. Contract(s) awarded pursuant to this RFP will require the successful supplier(s) to maintain all contract rates, e.g., long distance, 800 service, calling card, directory assistance, audio/video conference services, etc. for one year following expiration of their "formal" contract to allow the State/political subdivisions sufficient time to convert to subsequent (new) contract supplier(s). Service "minimums" will not be permitted since the very purpose for this "rate protection bridge" is to permit the State/political subdivisions to convert to the "new" contract supplier(s) as aggressively as possible following subsequent contract award(s). If this RFP's contract awardee(s) are successful the next time that the State goes out to proposal, then their "new" contract rates will apply.

1.7 Evaluation and Selection Procedure

The State's evaluation and selection procedure is delineated in Attachment I - Evaluation and Selection Procedure.

1.8 Questions

All questions regarding this RFP must be submitted in writing to the Project Manager. Verbal answers given by any State employee including the Project Manager will have no standing. Questions must be received no later than 3:00 PM on the date specified in Section 1.3 of this RFP. All questions received (questioners will not be identified) and the State's answers will be provided, via the State Purchasing web site, as an addendum to this RFP.

Section 2. General Requirements

2.1 Revisions to RFP

The State reserves the right to amend this RFP, e.g., issue addenda, at any time prior to the proposal due date. State Purchasing will notify all prospective offerors listed by the Division of Purchasing of addenda containing revisions; such addenda will be posted on the Division of Purchasing web site.

2.2 RFP Available via E-mail

You most likely received e-mail notification of this RFP from State Purchasing directing you to their web site. As stated in 2.1, RFP addenda will be handled in like fashion. Para 2.3 C. requires that "your response must immediately follow each specification". To facilitate your compliance with this requirement, you will need the RFP in Word. The Project Manager will provide the RFP to you in Word format via e-mail. Submit (e-mail) your request for the RFP in Word to (btheel@utah.gov). If a conflict exists between the RFP as posted on the State Purchasing web site and the RFP received via e-mail, then the Division of Purchasing web site RFP prevails.

2.3 **Organization of Proposals (Mandatory)**

Proposals should be concise and straightforward. Unless your proposal expressly states otherwise, you agree to comply with every section, subsection, attachment and addendum of this RFP.

A. Letter of Transmittal

This should include the names, titles, office addresses, telephone numbers and e-mail addresses of individuals authorized to conduct negotiations regarding this RFP and must be signed by your authorized representative.

B. Executive Summary

This should include a concise overview of the entire proposal including a summary description of the products being offered including costs.

C. Responses to specifications and requirements.

Your response must immediately follow each specification. Your use of bolded print or other than black print for your responses, to distinguish them from the actual specifications, would be appreciated. Sufficiently detailed, yet succinct, (evaluator-friendly) responses are preferred. Proposals lacking responses may be rejected. Responses that direct evaluators to “refer to” and/or to interpret documentation, e.g., from technical materials, pamphlets, brochures, etc. are unacceptable. You must respond to each item by using one of the responses listed below.

1. Accept and comply - This response should be followed with a brief and concise explanation that sufficiently details your ability to meet the specified requirement(s).
2. Accept and comply with exception – You must clearly state the difference between the specification and your ability to meet the requirement(s) for the specification.
3. Cannot comply - This response should be followed with the appropriate detail that explains why the specification cannot be met.

D. Additional Information

Additional information that you deem appropriate, and any attachments should be included in a separate section and clearly identified.

2.4 **Rejection of Proposals**

The State reserves the right to reject any or all proposals.

2.5 **Acceptance of Proposals**

The State reserves the right to waive any informality or technicality in any proposal received or negotiated with offerors if it is in the State's best interest to do so.

2.6 **Proposals Property of the State**

All materials submitted in response to this RFP will become the property of the State. Information considered by you to be proprietary should be identified as such with appropriate justification provided. Otherwise, the State reserves the right to use any

ideas presented in any proposal. Under no circumstance will pricing be considered proprietary. However, only successful offeror's (offerors') proposal(s) will be open to public inspection.

2.7 Oral Presentations

You may be required to make an oral presentation of your proposal at the request of ITS.

2.8 Multiple Proposals

You may submit multiple proposals. Additional proposals must be bound separately and should follow the same format as the primary proposal (original plus 5 copies) but containing only information that differs from that contained in the primary proposal.

2.9 News Releases

News releases or other public information releases pertaining to this RFP or subsequent contract(s) must be authorized (written permission) by the State.

2.10 Subcontractors/Third Party Suppliers

It is possible that offerors may have different business models for the delivery of support services. Whereas one potential offer may provide support services through a wholly owned subsidiary, another may provide support services through a local business partner, herein referred to as a subcontractor or third party provider. Therefore, offerors may propose the use of servicing subcontractors for the performance of local marketing, maintenance and/or technical support services in accordance with the pricing and with the terms and conditions of the contract. Your intent to use subcontractors or third party providers must be clearly identified in your proposal along with a list of their names and addresses. The State of Utah will not allow you to add this option after award of the contract. While the State encourages offerors to align themselves with other service providers, it is the State's intent to deal directly and only (exclusively) with the successful offeror(s).

2.11 Restrictions

All proposals must clearly set forth any restrictions or provisions that you deem necessary to effectively service the proposed contract.

2.12 Service Years

Offerors responding to this RFP must have been in business for at least 5 years. The State is interested and eager to promote competition. However, due to the enormous expense and amount of time that is required to issue, respond to, evaluate and award a contract and subsequently to implement the required services, the State must take every precaution to ensure that it awards to viable and financially stable organization(s). Therefore, response(s) from offeror(s) whose organization(s) have been in business for less than 5 years will not be considered.

2.13 References

If you are proposing both long distance and 800 services, then you must provide three customer references for long distance services and three customer references for 800

services (complete Attachment II - References). If you are proposing one or the other, then you must provide three customer references for whichever service that you are proposing.

Each reference must presently be using the service being proposed. The State shall have the right to contact any reference as part of the evaluation and selection process.

2.14 Offeror Profile

Provide the following information to allow the State to gain an understanding of your capabilities to service the State of Utah.

2.14.1 History

Brief history of your company, emphasizing your experience in providing the service(s) that you are proposing for accounts that are similar in size and that have the same requirements as identified in this RFP. Include when you started providing each proposed service.

2.14.2 Annual Report

Copy of your most recent annual report

2.14.3 Customer Base

Numbers of customers that you currently have for each service you are proposing:

- a) In Salt Lake City
- b) Along the Wasatch Front (Utah, Salt Lake, Davis and Weber counties)
- c) In Utah
- d) Nationwide

2.14.4 Service Offerings

The State prefers that offerors have the ability to provide all services identified in this RFP. Identify all of the services that your organization provides, manages and maintains.

While recognizing the importance of minimizing costs, the State reserves the right to award to a single offeror, regardless of whether or not the awardee's various services are least cost, in an effort to maximize the State's ability to manage (administer) the entire universe of contracted services, e.g. simplify conversion activities (if applicable), simplify service-related accounting activities (billing, inventory, etc.) and simplify repair reporting.

2.15 Price Trends

Proposed rates must be "not to exceed" pricing for the length of the contract (potentially six years). If during the contract term, rate pricing decreases, then such decreases must be passed on to the State within 30 days of the effective date of the price reduction(s).

2.16 Fixed Fees, Surcharges

The State wants all fees, surcharges, etc. to be fixed (“not to exceed”) for all services for the length of the contract (potentially six years). If during the contract term, “fees, surcharges, etc.” decrease, then such decreases must be passed on to the State within 30 days of the effective date of the decrease(s). If you take exception with this requirement, then describe in detail any exceptions including when and why they would occur and how the State will be notified.

2.17 Standard Contract Terms and Conditions (Mandatory)

Any contract resulting from this RFP will include the State’s Standard Terms and Conditions (Revision date: Nov 21, 2003). These may be accessed at: <http://www.purchasing.utah.gov/contractinfo/TermsAgency.pdf>

In addition to the State’s (Purchasing’s) Standard Terms and Conditions, the contract provisions delineated in “Section 13. Required Contract Provisions” will also be included in any contract(s) resulting from this RFP.

If you have concerns (take exception) with the State’s Terms and Conditions and/or with Section 13 contract provisions, then you must clearly identify each exception in your RFP response.

2.18 E-Rate Compliance

Contract awardee(s) must agree to participate in the Federal Communication Commission’s (FCC’s) E-rate discount program established pursuant to the Telecommunications Act of 1996 and in accordance with any State and local government E-rate related requirement(s) of the authorized procuring agency.

Section 3. Background Information (Current Environment)

State usage information contained in this RFP is monthly average usage, whereas political subdivisions’ usage information is actual usage.

The State will not contractually commit to minimum usage for any service awarded as a result of this RFP, nor will any political subdivision be committed to minimum usage. Be aware, political subdivisions need not utilize the contract(s) awarded as a result of this RFP.

Only State usage information is contained in paragraphs 3.1 – 3.6. Political subdivision’s usage is over and above the State’s usage and is contained in Table 3 Political Subdivisions- Long Distance Minutes / Messages (July 2003 - June 2004). Seventy-four (74) political subdivisions are presently using the State’s existing statewide contracts.

**Table 3 Political Subdivisions - Long Distance Minutes / Messages
(July 2003 - June 2004)**

Dedicated Usage (AT&T)	IntraLATA		Interstate		International	
	Minutes	Messages	Minutes	Messages	Minutes	Messages
Totals =	4,369,368	916,284	11,538,072	928,560	69,855	14,542

Switched Usage (AT&T)	IntraLATA		Interstate		International	
	Minutes	Messages	Minutes	Messages	Minutes	Messages
Totals =	2,267,629	782,941	1,422,193	466,788	59,777	5,098

Switched Usage (Qwest)	IntraLATA	
	Minutes	Messages
Totals =	81,669	Not Avail.

3.1 Network Traffic (Dedicated Traffic)

The State of Utah (ITS) implemented the State Network approximately fourteen (14) years ago. This was accomplished by deploying PBX and key systems that have their own local facilities such as Direct-Inward-Dial (DID), out-only and 2-way trunks, as well as Assume Dial 9 Centrex lines and business lines (1FBs). ITS is in the midst of several dial-tone conversion projects, specifically: 1) Qwest analog trunks at 60 agency locations is being converted to Qwest ISDN – PRI digital service (estimated completion date is 7-30-04), 2) Qwest business lines (1FBs) have been converted to Qwest Business Line Plus (QBLP), 3) Qwest Centrex Plus (Assume Dial 9) service is being converted to Qwest Centrex 21 service and 4) Qwest Centrex (non-Assume Dial 9) service is being converted to QBLP. PBX and key systems at major State locations are connected to the State Network via point-to-point Tie lines. The Tie lines are high-speed T1 facilities that are either leased from the LEC or provided via the State-owned digital microwave system. All of the Tie lines have the capability of providing ISDN PRI signaling utilizing the capabilities of Avaya's G3 PBX ISDN software. The State Network has grown to twenty-nine (29) sites. Long distance traffic from each of these network sites is routed over Tie lines to a central Tandem PBX located at the State Office Building. Direct PRI T1 connections are in place between the State Office Building PBX and AT&T, the State's current long distance carrier. There are five PRI T1s (118 channels; [2] channels are programmed as primary and secondary D-channels) to transport the State's long distance traffic (referred to as on-net long-distance traffic). ITS provides telecommunications for approximately 27,637 voice instruments throughout the State of which 16,739 reside on the State Network. Table 3.1 Dedicated - Long Distance Minutes (April 2003- March 2004) provides the number of minutes that generated from voice instruments that are connected to the State Network.

**Table 3.1 Dedicated - Long Distance Minutes
(April 2003 - March 2004)**

Traffic Type	Annual Minutes	Average Minutes/ Month	Annual Messages	Average Messages/ Month
IntraLATA	8,206,781	683,898	3,310,980	275,915
Interstate	5,218,006	434,834	1,554,451	129,538

3.2 Non-Network Traffic (Switched Traffic)

In addition to the 16,739 voice instruments that are attached to the State Network, there are 13,400 voice instruments that are not attached to the State Network; rather, they are scattered over 900 sites located throughout the State. Of these 13,400 instruments, 10,898 are located at 288 sites that are served primarily with Avaya G3 PBXs, Telrad key systems and Tadiran key systems. The remaining 2,502 instruments are located at sites that are too small to justify having a telephone system; the instruments consist of one and two line telephone sets, fax machines, modems, etc. Table 3.2 Switched - Long Distance Minutes (April 2003 - March 2004) provides the number of minutes that generated from voice instruments located at these (non-network) sites.

**Table 3.2 Switched - Long Distance Minutes
(April 2003 - March 2004)**

Traffic Type	Annual Minutes	Average Minutes/ Month	Annual Messages	Average Messages/ Month
IntraLATA	5,633,493	469,458	2,244,906	187,076
Interstate	1,762,188	146,849	586,241	48,853
International	156,463	13,039	33,698	2,808

3.3 800 Services

ITS has contracted with AT&T for the past four years to transport its 800 traffic using either switched facilities leased from the Local Exchange Carrier (LEC) or leased dedicated facilities from AT&T. The State currently has 140 800 numbers terminated by translated service, 18 800 numbers terminated on dedicated lines and 72 800 numbers terminated on T1 facilities. Table 3.3 800 Services (April 2003- March 2004) provides summary information.

Table 3.3 800 Services (April 2003 - March 2004)				
Service Type	# of Calls	# of Calls (Monthly Average)	# of Minutes	# of Minutes (Monthly Average)
Translation – Intrastate	863,288	71,941	4,786,928	398,911
Translation - Interstate	226,529	18,877	1,310,970	109,248
Translation - Canada	1,184	99	6,910	576
Dedicated – Intrastate	7,013	584	17,555	1,463
Dedicated - Interstate	644	54	799	67
Dedicated - Canada	N/A	N/A	N/A	N/A
High Capacity – Intrastate	1,830,535	152,545	6,451,597	537,633
High Capacity - Interstate	461,342	38,445	1,754,746	146,229
High Capacity - Canada	2,936	245	9,220	768

3.4 Calling Cards

The State of Utah has over 2,000 calling cards issued to State employees located throughout the State. Table 3.4 Calling Cards (April 2003 - March 2004) provides summary information.

Table 3.4 Calling Cards (April 2003 - March 2004)		
Traffic Type	# of Minutes	# of Minutes (Monthly Average)
IntraLATA	23,940	1,995
Interstate	12,112	1,009
International	1,680	140

3.5 Directory Assistance

Table 3.5 Directory Assistance (April 2003 - March 2004) provides summary information.

Table 3.5 Directory Assistance (April 2003 - March 2004)		
Month	1-411 or 411	555-1212
Apr-03	2,487	394
May-03	2,908	369
Jun-03	2,782	329
Jul-03	2,831	330
Aug-03	2,504	346
Sep-03	2,582	355
Oct-03	2,343	295
Nov-03	1,943	225
Dec-03	2,237	215
Jan-04	1,926	299
Feb-04	1,738	259
Mar-04	2,143	278
Totals =	28,424	3,694

3.6 Audio and Video Conference Services

The State does not presently have a huge demand for audio and/or video conference services. Table 3.6 Audio Conference Service (April 2003 - March 2004) provides summary information. Most audio conference calls are Attended - Toll Free Meet Me whereby conferees dial into an assigned 800 number provided by the long distance carrier and, assisted by a specialist, gain entrance into the conference. In order for ITS to bill its State customer agencies, we require specific billing information that may necessitate that you customized your billing system(s). The State currently has 25 sites equipped with State-owned video conferencing equipment that generate long distance traffic. The video equipment is installed at both State Network and non-State Network sites.

Table 3.6 Audio Conference Service (April 2003 - March 2004)			
# of Calls	# of Calls (Monthly Average)	# of Minutes	# of Minutes (Monthly Average)
4,524	377	222,228	18,519

Section 4. Technical Specifications Specific to Long Distance

4.1 Access

Offerors must provide the capability for PRI T1 connections from the State's network nodes to your point-of-presence. Describe any alternative network interface options that you provide.

4.2 State Provided Access

Describe your willingness to allow the State to provide PRI T1 connections from the State's network nodes to your point-of-presence. State provided connections would be delivered via T1 from either the Local Exchange Carrier (LEC) or Competitive Local Exchange Carrier (CLEC). Include the effect this would have on your proposed rates, if any.

4.3 Utah State Access

Offerors proposing IntraLATA (within the Utah LATA) long distance services must have a network capable of accessing all area codes (435, 801 & all future area codes) and local exchanges.

4.4 United States Access

Offerors proposing Interstate long distance services must have a network capable of accessing all area codes and local exchanges in the United States.

4.5 International Access

Offerors proposing International long distance services must indicate the International exchanges and the country and city names that cannot be accessed by your network.

4.6 Conformance to Regulations

Supplier(s) must conform to all state and federal regulations, including but not limited to State of Utah Public Service Commission (PSC) and Federal Communications Commission (FCC) regulations, as they apply to the services provided.

4.7 Bellcore Standards

All long distance services must meet or exceed Bellcore standards for connect time, received signal strength, signal to noise ratio, etc.

4.8 Licensing Requirements

Supplier(s) must be licensed by the required federal and state agencies to provide the requested long distance services. You must submit evidence of licensing with your proposal.

4.9 Disaster Recovery

Describe your network disaster recovery plan.

4.10 PIC and LPIC Change/PIC Freeze

All switched access locations will require that the PIC and LPIC be changed to the "new" contract supplier's code. Once changed, the State will require that a PIC Freeze be established. Describe what you can/will do to facilitate this change.

4.11 Traffic Studies/Reports

Describe your capability to perform and generate traffic studies/reports on a monthly, quarterly and/or on-demand basis. As part of your description include:

- Grade of Service (GOS) utilized; the State currently uses P.05 GOS for local facilities and P.01 for Tie lines. Explain if the State can designate the GOS that will be used for the traffic studies.
- If recommendations are based on peak times (busiest hour of the busiest day during the study period) or average usage during the study period
- Types of reports used to depict traffic demands and trends
- If the traffic reports can be customized

4.12 Language Translation Services

Describe your available domestic and international language translation services. Identify all countries not included in the language translation service. Identify the time-of-day during which translation services are available, e.g., days, hours, etc.

4.13 Operator Services (Assistance)

List and describe your available domestic and international operator services (assistance), e.g., person-to-person calls, collect calls, third party calls, etc., include the time-of-day during which operator assistance is available, e.g., days, hours, etc. (what is their [operator's] availability 24 hours per day 7 days per week?). Describe your ability to process or block third party and collect calls.

4.14 Special Access Rates

Identify area codes and/or local exchanges that have higher access rates than those generally proposed. For example, there may be certain independent telephone companies in the 801 and 435 LATA that select their own direct dial Interstate long distance carrier and charge a special rate for access. You should identify any Utah areas that fall into this category and quote the applicable rates in Attachment III - Costs.

4.15 Alternate Egress

Indicate whether you will offer alternate egress at locations where it is economically advantageous to the State. If you offer alternate egress, then specify how this alternative local access will be provided and what the effects will be on your proposed rates.

4.16 Alternate Transport Facilities

If you offer alternate access, then you should indicate whether or not you are willing to provide direct connections from State nodes to your points-of-presence utilizing alternative trunking facilities instead of local common carrier links. If so, please indicate how these facilities would be designed and what the effects will be on your proposed rates.

4.17 ISDN Connections

You must be able to provide ISDN PRI T1 connections to your long distance networks. Your networks should incorporate National ISDN 1 and 2 specifications. Provide detailed information on Basic Rate and Primary Rate options. What areas can presently be served in this manner? What areas will be served in the next two-three years?

4.18 **SONET Fiber Optic Local Access**

The State is interested in SONET fiber optic local connections to your points-of-presence as a possible future network enhancement. Additionally, the State may consider SONET self-healing ring routing as a network survivability measure. Describe your ability to provide fiber based local access, SONET self-healing ring capabilities and rates for either a single fiber local access connection or a dual route SONET self-healing ring type of access connection. Provide all applicable costs in Attachment III - Costs.

4.19 **User Transparency**

The State has Automatic Route Selection (ARS) / Least Cost Routing (LCR) capabilities at all State PBX locations. The State desires that long distance contract awardee(s) be transparent to all users. United States long distance calls must be dialed using the sequence: 1-NPA-NNX-XXXX.

4.20 **Reseller Networks**

If you purchase transport services from other providers (lessors), then you must identify by proportion from whom you buy your IntraLATA and Interstate services. If you own less than 70% of transport services, then you must provide a letter from each lessor from whom you lease services; such letter(s) must include the following:

4.20.1 **Background of Lessor**

Describe the length of time the lessor has been in business; the number of Utah customers served by the lessor; the types of service provided; the number of Utah technicians and service center location(s).

4.20.2 **Business Relationship**

Describe any service agreement(s) between you and the lessor; the term in years of the service agreement(s) and number of years remaining on the service agreement(s).

4.20.3 **Guarantees**

Include the lessor's guarantee that they will meet or exceed the requirements delineated in this RFP.

4.21 **Grade of Service (GOS)**

Supplier(s) must have sufficient capacity to accommodate traffic, ensuring a P.01 Grade of Service (GOS) or better. This requirement includes all of the elements associated with placing a call (access, transport and egress). A statement to this affect is required. The State will not accept a blocking rate greater than one percent (1%).

4.22 **SS7 Availability**

Identify the availability of SS7 signaling for 1) the percentage of your network currently using SS7 and 2) the percentage of your connections to LECs currently using SS7.

4.23 Mean-Time-Between-Failures

Provide your network's Mean-Time-Between-Failures (MTBF).

4.24 Mean-Time-To-Repair

Provide the Mean-Time-to-Repair (MTTR) for service provided via each type of termination.

4.25 Redundancy

Describe your ability to provide redundancy from the user's premise throughout your network, including diverse alternate routing. Include the number of Main Point(s)-of-Presence (MPOP) in Utah and the address for each MPOP.

4.26 Circuit Standards

Indicate the technical standards that a circuit must meet to achieve compliance with your network.

4.27 Call Answer Supervision

Indicate whether or not you provide call answer supervision as provided for under equal access. Include information on which Utah Central Offices provide call answer supervision. If you do not or cannot provide positive call answer supervision, then describe your process of initiating and terminating call billing.

4.28 Toll Fraud Protection and Control

Describe your ability to prevent toll fraud and provide security. Include all processes/procedures relative to toll fraud protection, detection and notification and what actions you take in the event fraud is detected. Identify the time-of-day during which fraud support services are available, e.g., days, hours, etc.

4.29 Call Screening or Blocking

Describe your capabilities to provide call screening and/or blocking functions.

4.30 Automatic Number Identification (ANI)

Describe how Automatic Number Identification (ANI) would work for both in-coming and out-going circuits between the State and your network. For example, what ANI information will be sent to called parties from State PBXs or key systems?

4.31 Conversion Process

Describe your process (plan) to convert the State's traffic from our current long distance carriers to your network. Include (delineate) your responsibilities, the State's responsibilities and all applicable time intervals.

4.32 Voice over IP (VOIP)

The State may deploy VOIP services when such services become cost effective and supportable. Therefore, the State is interested in obtaining information about your VOIP network and services.

Describe each of your VOIP service offerings; include:

- VOIP network and capabilities; include topology, types and quantities of facilities and service areas
- Where the service is (will be) available
- If your VOIP service is not presently available, then when will it be available?
- Number of customers
- Performance guarantees

Provide all monthly, one-time, usage, etc. costs/rates in Attachment III - Costs

4.33 Implementation/Conversion of Voice, Data and Video Services to VOIP Services

Describe your process to implement and/or change facilities that transport voice, data and/or video traffic to facilities that are capable of transporting VOIP traffic. Provide all applicable costs in Attachment III - Costs. Identify all hardware, software, etc. that the State would be required to provide and identify all responsibilities that would be assigned to State personnel to complete implementations/conversions.

Section 5 Technical Specifications Specific to 800 Services

5.1 Definitions

For the purpose of this RFP, the following definitions apply. Identify whether or not you are capable of providing these types of services and facilities.

5.1.1 Translation Service

800 service provided via a separate DID or business line (1FB) by forwarding calls placed to an 800 number to the separate line.

5.1.2 Dedicated Service

800 services provided via a separate facility (other than a T1) devoted entirely to 800 services.

5.1.3 High Capacity Service

800 services provided via one or more T1 channels.

5.2 Access

For IntraLATA 800 and Interstate 800 services, translation service, dedicated service and high capacity service must be available statewide. It is understood that in some remote locations, delivery facilities, e.g., T1, dedicated lines and/or business lines (1FBs) may not be available. However, where delivery facilities can be obtained, service must be available. Identify by city where 800 services are not available.

5.2.1 IntraLATA 800 Origination

Describe your capability to allow IntraLATA 800 service calls to originate from anywhere within the Utah LATA, except for areas specifically blocked at the State's request.

5.2.2 Interstate 800 Origination

Describe your capability to allow Interstate 800 service calls to originate from anywhere in the contiguous 48 states, plus Alaska, Hawaii and Canada, except for the Utah LATA and areas specifically blocked at the State's request.

5.2.3 Single Number Service

Offerors must agree to single number service for IntraLATA, Interstate and Canada calling areas even if the State chooses to partition the award to multiple suppliers.

5.2.4 T1 Facilities

Offerors must agree to allow the State to contract separately for high capacity T1 services if the State so chooses. The T1 contract may or may not be with the 800 services provider. Identify what effect this would have on your proposed rates.

5.2.5 Number Portability

Your 800 services must be available without requiring the State to change any existing telephone numbers.

5.3 Area Code & Prefix Blocking

Describe your capability to block calls from selected area codes and prefixes as defined by the State for each 800 number. If calls are blocked, then what would the caller receive, e.g., ringing, busy signal, recording, etc.? Indicate if there are additional charges associated with blocking calls. Provide all applicable costs in Attachment III - Costs.

5.4 ANI

Describe your capability to provide Automatic Number Identification (ANI) on all dedicated and high capacity 800 service.

5.5 DNIS

Describe your capability to provide Dialed Number Identification Service (DNIS) on all dedicated and high capacity 800 service.

5.6 Routing Arrangements

Describe your capability to provide routing arrangements that allow one or more T1 channels to be dedicated to a specific 800 number or numbers. For example, channel 1 could be dedicated to calls to 800-555-1234; channel 2 to 800-555-1235 & 1236 and channels 3 through 24 to 800-555-1237.

5.7 SS7 Availability

Describe the availability of SS7 signaling for: 1) the percentage of your network currently using SS7 and 2) the percentage of your connections to LECs that are currently using SS7.

5.8 Mean-Time-Between-Failures

Provide the Mean-Time-Between-Failures (MTBF) for service provided via each type of termination (translated, dedicated and high capacity).

5.9 Mean-Time-To-Repair

Provide the Mean-Time-to-Repair (MTTR) for service provided via each type of termination.

5.10 Grade of Service (GOS)

Provide the percentage of call blockage that you will guarantee for your network. The State will not accept a blocking rate greater than one percent (1%).

5.11 Circuit Standards

Describe the technical standards that a circuit must meet to achieve compliance with your network.

5.12 Network Specifications

Describe the maximum loss, distortion, noise, echo and balance levels within your network.

5.13 Routing Arrangements - All Circuits Busy

Describe your capability to provide a routing arrangement if all channels of a high capacity service are busy. Calls can be terminated via translation service to a predetermined DID or 1FB line.

5.14 ISDN Connections

Offerors should be able to provide PRI T1 connections to their network for 800 services. National ISDN 1 and 2 specifications should be incorporated into your network. Describe your Basic Rate and Primary Rate options, what areas can presently be served in this manner and what areas are scheduled to be served (provide schedule).

5.15 Enhanced 800 Services

Describe any other enhanced 800 service offerings that you would like to have the State consider.

5.16 Termination Destination Number

What is the procedure to change where the 800 number points (termination destination number)? Include details of the procedure, forms to be used and the time frame to implement the change.

5.17 Recorded Announcements

Do you have the capability to provide recorded announcements for specific toll free number(s) during specified hours and/or during specified days of the week? If so, provide (describe) any and all costs (monthly and/or one time) in Attachment III - Costs.

5.18 Conversion Process

Describe your process/procedure (plan) to convert the State's traffic from our current 800-service provider to your 800 services. Delineate your responsibilities, the State's responsibilities and all applicable time intervals; describe (include):

- Information required to convert the State's 800 services to your network; categorize by Translated, Dedicated and High Capacity services if the required information varies significantly
- Information required to install facilities that will transport the State's Dedicated and High Capacity 800 services
- Order process for facilities that will transport Dedicated and High Capacity 800 Services
- Documentation that must be processed prior to implementing the conversion
- Recommended order of conversion by State agency location; state your rationale
- Your ability to provide a dedicated representative/team to convert and maintain the State's 800 Services
- Your ability to convert the State's 800 facilities and services while simultaneously converting the State's long distance facilities and services
- Your process to move the State's 800 traffic and services that are presently transported via leased facilities from the LEC
- Notification that must be given to the LECs to change routing of 800 services from the current provider's network to your network
- Testing of dedicated facilities prior to moving 800 traffic and services to your network
- Programming, if any, that needs to be performed in the State's telephone systems
- Process of moving the State's 800 traffic and services that are presently being transported via dedicated facilities leased from the State's current provider
- Downtime that will be experienced during the actual conversion
- Recommendations to minimize downtime
- Your ability to convert the traffic and facilities during "out of business" hours
- Notification to disconnect/cancel services and/or facilities that are provided by the State's current provider

Section 6 Technical Specifications Specific to Calling Cards

6.1 Calling Card Services

Describe your long distance calling card services including IntraLATA, Interstate and International (country-to-country).

6.2 Call Origination - United States

Is your calling card capable of call origination from anywhere in the United States to any other location in the United States? List (detail) restrictions if any exist.

6.3 Call Origination - Worldwide

Is your calling card capable of call origination from anywhere in the world with call termination to all other countries? List (detail) restrictions if any exist.

6.4 Dialing Procedure

Describe the dialing procedure for use of your calling card.

6.5 Language Translation Services

Describe your available domestic and international language translation services and the card customer process for obtaining international language assistance. Identify all countries not included in the language translation service. Identify the time-of-day during which translation services are available, e.g., days, hours, etc.

6.6 Operator Assistance

If dialing assistance is needed while using your calling card, can an operator be reached and if so, describe how?

6.7 Order/Delivery Interval

What is your calling card order/delivery interval (time frame)?

6.8 Magnetic Strip

Does your calling card have a magnetic strip that enables it to be used by a reader phone?

6.9 Instructional Materials

What calling card instructional materials, e.g., domestic and international dialing instructions do you supply? Provide examples.

6.10 Conversion Process

Describe your process/procedure (plan) to convert the State's calling cards. Delineate your responsibilities, the State's responsibilities and all applicable time intervals.

Section 7 Technical Specifications Specific to Directory Assistance (DA)

7.1 Features

Describe your capability to process "directory assistance" calls, both local and long distance); describe (include):

- Method used to place a call to directory assistance for IntraLATA, Interstate and International assistance
- Number(s) dialed to reach "directory assistance"

- Your ability to deny/block or connect callers to the destination for which they have requested information
- Maximum quantity of telephone numbers that will be provided per call; if the quantity of calls is rate-dependent, then describe your methodology here and provide costs in Attachment III - Costs

Provide all associated directory assistance (DA) monthly, one-time, etc. costs in Attachment III - Costs.

Section 8 Technical Specifications Specific to Audio and Video Conference Services

8.1 Audio Conferencing

Identify/describe each of your service offerings for audio conferencing along with their volume discount options and associated rates. Service offering descriptions should include: operator services (assistance), the advance notice requirement to reserve conference resources, the process to set up a reservation, cancellation and/or “no show” penalties, the process to resolve and bill when conference resources are either over-booked or under-booked (over-booking occurs when less conferees call in than the number of ports reserved and under-booking occurs when more conferees call in than the number of ports reserved). Describe your capability to educate users on how best to use your audio conferencing services efficiently and economically.

Provide all applicable rates, costs, discounts, penalties, etc. in Attachment III - Costs.

8.2 Video Conferencing

Indicate whether or not your network is capable of offering ISDN and/or VOIP based video conferencing capabilities. If so, then describe how your network is designed, what video protocols are utilized, how the State would connect to your system, a description of all of your service offerings, whether or not you have video-conference operator centers and the rate(s) for your proposed video-conferencing service(s). Service offering descriptions should include: operator services (assistance), the advance notice requirement to reserve conference resources, the process to set up a reservation, cancellation and/or “no show” penalties, the process to resolve and bill when conference resources are either over-booked or under-booked.

Describe your capability to educate users on how best to use your video conferencing services efficiently and economically.

Provide all applicable rates, costs, discounts, penalties, etc. in Attachment III - Costs.

Section 9 Technical Specifications Specific to Web Conference Services

9.1 Web Conferencing

Describe how your web conference service will combine audio conferencing service

with data sharing, via the Internet, to create presentation and collaboration tools for teleconference meetings including presenting documents, diagrams and illustrations easily and effectively from remote locations.

9.2 Features

- 9.2.1 Describe your data application sharing between the host and participants on the conference bridge.
- 9.2.2 Describe the number of concurrent participants allowed to join the web conference bridge.
- 9.2.3 Describe how a host can control another participant's computer to perform diagnostics, review system settings, etc.
- 9.2.4 Describe how your web conference service works in conjunction with your audio conference service. Can a participant or host use the same bridge number and PIN for both the audio conference and web conference service?
- 9.2.5 Describe your web conference reservation feature(s).
- 9.2.6 Describe your executive web conference features, e.g., conduct interactive application demos, share presentations and documents, incorporate multimedia content and record any event for later playback; the ability for participants to pre-register prior to the event so that the host will receive an accurate participant list; and automated email invitations, reminders and follow-ups for participants.

9.3 Web Conference Training

Describe your web conference training program.

9.4 Web Conference Help Desk Support

Describe your web conference help desk support.

9.5 Set-Up Requirements

Describe your set-up requirements for web conferencing.

9.6 Minimum System Requirements

Describe your minimum system requirements.

Section 10. Maintenance

Unless otherwise specified, "Section 10. Maintenance" requirements apply to all services being solicited via this RFP, e.g., LD, 800, calling card, directory assistance, conferencing services, etc.

10.1 Dedicated Account Team

You must assign a dedicated account team to the State (ITS). Quarterly “Operations” and “Accounting” service meetings will be required to discuss the status of our account and services, e.g., problems, questions, etc. Such meetings will be held at the State Office Building. In addition, an operational contact person must be available 24x7 for trouble reporting/resolution.

10.2 Service Contacts

Provide the names, titles, addresses and telephone numbers of your primary and backup contacts for service problems.

10.3 Repair Requests

ITS will report all problems to you, the service provider, and will include a State repair ticket number. You must close all tickets with ITS, giving that number and stating when and how the problem was resolved. Billing for any applicable charges must also reference the State’s repair ticket number.

10.4 Notification of Degradation/Outages

Describe your procedure(s) for notifying the State of outages or other service problems. Responses must include the following: 1) the type of failures or service problems for which the State will receive notification, 2) the process you will follow in notifying the State and 3) the guaranteed interval between the time the problem is discovered and notification of the problem is given to the State.

10.5 Escalation Procedure

Provide your escalation procedure for service problems along with time lines for escalation.

10.6 Response Times

The State defines major failure as 25% or more of calls are blocked or cannot be carried at a given location due to a software and/or hardware problem in your network or any failure declared to be major by the State. A major failure response time cannot exceed two (2) hours. A minor failure is defined as any service problem not severe enough to be categorized as a major failure. A minor failure response time cannot exceed twenty-four hours (24), one business day. Describe your service response policy; include guaranteed response and repair intervals; include minimally the following information:

10.6.1 Response Time

Begins when a problem/failure is reported to your maintenance center and continues until either a technician is dispatched or remote diagnostics begin.

10.6.2 Repair Time

The time required to resolve a problem, whether software or hardware.

10.6.3 **Follow-up Time**

The time required notifying the State following problem resolution.

10.7 **Guarantees**

Describe any service guarantees that you offer.

10.8 **State Maintenance Responsibilities**

Describe any and all State maintenance responsibilities.

10.9 **Maintenance Resources**

Describe your Utah-based maintenance resources; minimally, the following information must be included: 1) number of technicians, 2) training and/or educational courses completed by each technician, 3) each technician's work experience and 4) location(s) from which technicians are dispatched.

10.10 **Monitoring Capabilities**

Describe your ability to monitor and report the performance and outages of trunk facilities between the State's and your network.

10.11 **Problem Reporting Procedure**

Describe the procedure that authorized State personnel should follow when reporting interruptions of service or facility problems; include minimally the following information:

- Location of the Service Center that will be receiving and responding to the State's problem reports
- Service Center's hours of operation
- Medium the State will be required to use when reporting problems, e.g., telephone, fax, email, web, etc.
- Information the State must provide when reporting problems
- Identify the medium and/or methodology used and the time frames involved for the following:
 - Acknowledgment that the reported problem has been received
 - Updates identifying the cause of the problem, problem resolution and expected problem resolution time
 - Problem resolution notification
- If the methodology for reporting problems requires the use of web services, call centers, interactive voice response systems, etc., then describe how State personnel can contact a "designated expert" to resolve problems that the State deems to be chronic, severe and/or high priority
- Required hardware/software, etc. for the State to report problems, receive acknowledgments, etc.
- Escalation list

10.12 **Service Reports**

Describe your capability to provide a periodic report summarizing service problems. The report must identify the trunk/circuit that is experiencing trouble, date/time, problem description, problem resolution, etc.

10.13 **High Capacity 800 Service Failures**

Describe your capability to re-route calls that terminate on a high capacity 800 service to terminate on translation service (forwarded to a predetermined DID or 1FB line) in the event of a problem with the T1. State the maximum delay if any that would be encountered.

Section 11. Billing and Administration

Unless otherwise specified, "Section 7. Billing and Administration" requirements apply to all services being solicited via this RFP, e.g., LD, 800, calling card, conferencing services and directory assistance.

11.1 **Billing Record Information (Format)**

Billing record information (format), once committed to by contract awardee(s), must not change without notifying the State (ITS).

11.2 **Call Type**

The type of call must be identified on the bill, e.g., long distance, calling card, conference call, etc.

11.3 **Billing Medium**

Identify the media by which the State will obtain billing information electronically (e.g. CD-ROM, EDI, web access, etc.). Describe other billing medium options, e.g., periodic printed reports. Identify which form of the bill is considered to be the official bill for payment purposes. Do you provide online billing services? If your company is selected for all services, then can you bill all services online?

11.4 **Paper Invoice / Electronic Billing**

It is the State's desire that a paper invoice containing the same information as the electronic billing, e.g., EDI billing, be provided to Information Technology Services' Accounting Section. Provide a sample paper invoice. This paper invoice must include a sub-total for each service charge such as PICC, USF, T1, number of calls, calling minutes, usage charges by rate period and service type, as well as a grand total of calls, minutes and usage charges.

The State (ITS) considers the paper invoice to be the "official" invoice (that from which the State pays). However, we are amenable to an alternative "official" invoice format. If you consider some non-paper invoice format to be preferable, then describe it/them in detail so as to facilitate the State's comparative review of invoice options.

Be aware, your electronic billing totals must equal the billing totals embodied in your paper (official) invoice.

11.5 EDI Electronic Billing (Optional)

Describe your capability to provide the monthly bill utilizing Electronic Data Interchange (EDI) 811 record format. If you do not presently have EDI, then ITS will work with you to implement this billing option. As part of your description, include the following:

11.5.1 EDI Data

Clearly identify whether or not you can provide all of the information on a per call basis in the EDI 811 record format as identified in Section 11.5; identify any and all field(s) for which call detail information cannot be provided.

11.5.2 EDI Charges

Provide (identify) all one-time, monthly, hardware, software, etc. charges, fees, etc. associated with your providing billing information in the EDI 811 record format in Attachment III - Costs.

11.5.3 EDI Transmission

State whether or not the transmission of the EDI monthly billing is independent of the Value Added Network (VAN) used at the State.

11.5.4 EDI Transmission Limitations

Identify if there are any restrictions to the number of EDI 811 documents that can be transmitted during a transmission session.

11.6 Billing Record Information (Format) - Mandatory

You must be able to provide monthly billing information in an electronic form. The billing information should contain all of the call detail records and summaries. The billing information may be delivered on a tape cartridge formatted for a 9840 compatible device. Extended Binary Code Decimal Interchange Code (EBCDIC) fixed record length and standard IBM OS internal labels. The records themselves are to be in Exchange Message Record (EMR) standard format, record identifications for 800 services 310104, 310125 and 365053. The monthly billing record must contain the following information:

11.6.1 Date of Call

A numeric field that identifies the date the call was made; formatted as follows: YYYYMMDD (Century-Year/Month/Day)

11.6.2 From Number

A numeric field that identifies the telephone number from which the call originates; this number must include the area code plus NNX-XXXX

11.6.3 To Number

A numeric field that identifies the called number; this number must include the area code plus NNX-XXXX (country codes must be included for International calls)

11.6.4 Amount Charged

A numeric field with two decimal positions; the amount is to be the actual cost billed for the call after deducting all discounts

11.6.5 Connect Time

A numeric field that represents the time of day that the transaction began; military time is preferred

11.6.6 Billable Time

A numeric field that represents the amount of time used to determine the charge for the transaction; hours/minutes/seconds

11.6.7 Method of Recording

A numeric field that describes the process used to record the call, e.g., customer dialed or operator assisted

11.6.8 Rate Period

A numeric field that identifies the tariff element used for rating the call based on time of day and/or day of week the call occurred

11.6.9 Rate Class

A numeric field that identifies the tariff element used for rating the call based on whether the call was customer dialed, calling card, operator assisted, etc.

11.6.10 Type of Call

A field that identifies the billing arrangement applicable to the call, e.g., direct dial, third number, credit card, collect call, etc.

11.6.11 Billing Number

A numeric field that contains the area code, central office prefix and the line number to which the call is to be billed; for calling card calls, the calling card number should be used

11.6.12 From Place

An alphanumeric field that contains the standard abbreviation of the city, province and/or country from which the call originates

11.6.13 From State

A two position alphabetic field that contains the standard abbreviation for the state from which the call originates

11.6.14 To Place

An alphanumeric field that contains the standard abbreviation of the city, province and/or country to which the call is completed

11.6.15 To State

A two position alphabetic field that contains the standard abbreviation for the state to which the call is completed

11.6.16 Master Billing Number

An alphanumeric field identifying the State of Utah account number to which the billing is being charged

11.6.17 Conference Call Detail

In addition to the above fields, the following fields should be provided for all conference calls:

11.6.17.1 Responsible Individual

The individual's name to which the conference charges should be billed

11.6.17.2 Telephone Number

The telephone number, including area code, to which charges will be billed

11.6.17.3 Conference Type

Type of conference, e.g., dial-in assisted, dial-in unassisted, dial out, etc.

11.7 International Calling – Pricing Format

Describe how you price International calls. Contract awardee(s) will be required to provide the State (ITS) information for International calls in an Excel spreadsheet containing the following: 1) call cost per minute, 2) the country code and 3) the name of the country.

11.8 National Access Fees - NAF or PICC Charges

Identify your NAF (PICC) policy. If your policy includes passing PICC charges on to your customers, then you must identify all applicable PICC charges and you must itemize these charges on your invoice regardless of the billing media. Itemization information must include the circuit and/or trunk ID as assigned by the LEC along with the applicable PICC charge. Provide all applicable charges in Attachment III - Costs.

11.9 Universal Service Fees – USF

Identify your USF policy. If your policy includes passing USF charges on to your customers, then you must identify all applicable USF charges and you must itemize these charges on your invoice regardless of the billing media. Provide all applicable charges in Attachment III - Costs.

11.10 Miscellaneous Fees

Identify your “miscellaneous fees” policy. If your policy includes passing “miscellaneous fees” on to your customers, then you must identify all applicable “miscellaneous fees” and you must itemize these fees on your invoice regardless of the billing media. Provide all applicable fees in Attachment III - Costs.

11.11 Late Fees

Per State of Utah accounting procedures, payments are scheduled to be made between the first and fifth of each month. The State will make its best effort to process all invoices promptly. However, delays are inevitable. Late fees cannot be assessed until 60 days after receipt by the State of a valid billing tape/CD. Describe your policy on assessing late fees; include when late fees are assessed. Provide all applicable fees in Attachment III - Costs.

11.12 Early Termination Charges

Describe your policy regarding early termination of a term agreement; include all associated formulas, etc. Provide all applicable charges in Attachment III - Costs.

11.13 Calling Card Rates, Charges (Surcharges)

Identify your calling card rates and charges (surcharges); include usage rates and all applicable charges, etc. Describe how charges are applied. If you are willing to waive charges, then you must identify how waiving charges will affect the usage rates, if at all. Provide all applicable rates, charges (surcharges), etc. in Attachment III - Costs.

11.14 Network Access Charges

Identify your one-time installation and monthly charges associated with PRI T1 and BRI facilities from your MPOP to anywhere within the State of Utah. Include any special discount offerings along with the terms and conditions associated with each discount offering. Identify any hardware that the State would be required to provide and include any credits that you are willing to issue for expenses incurred by the State. Provide all applicable charges, etc. in Attachment III - Costs.

11.15 Billable Calls

Identify your policy for waiving charges that are not billed in a timely fashion. Calls must be less than 90 days old to be considered valid and billable.

11.16 Credits

Define your credit policy with regard to failures that occur in your network.

11.17 Toll Fraud

Describe your policy regarding the assessment of toll fraud related charges, e.g., unauthorized long distance calls resulting from “hacking” and/or stolen or lost calling cards. Include minimum/maximum charges, credits and insurance policies that will minimize the State’s liability.

11.18 Billing Cycle

Define when your billing cycle ends and when the State can expect to receive the billing tape/CD. The State prefers to receive invoices on the first of the month.

11.19 Electronic Funds Transfer

Describe your ability and procedures to receive payments via electronic funds transfer (EFT).

11.20 Electronic Ordering

The State is interested in on-line, real-time order processing. Describe your capabilities in this regard. Detail the required hardware and/or software and whether the software would allow State personnel to access your database to add, update or perform order inquiries. Provide any hardware, software, monthly, one-time, etc. costs that the State would incur to obtain this functionality in Attachment III - Costs.

11.21 Order Process/Service Intervals

Describe your order process and the service (time) interval for the following types of orders:

- 1) Adding new telephone numbers or circuit IDs; time intervals should include changing the PIC in the LEC's database

Describe what happens to call records that generate prior to number setup. If separate invoices result from adding new numbers (and the usage isn't captured on your electronic bill media), then explain your process to resolve these invoices so that they do not continue to show up over more than one billing period.

- 2) Deleting telephone numbers or circuit IDs; include the length of time the number is left in the database to ensure that the State is billed for all State calls but isn't billed for any follow-on customer's usage.
- 3) Changing an address for existing telephone numbers or circuit IDs
- 4) Installing a PRI T1 facility from your location to a State location. This description should include the State's responsibilities.

11.22 Identical Prices and Contract Terms for Political Subdivisions – Mandatory

Indicate your capability/willingness to extend to political subdivisions, e.g., Judicial and Legislative Branches of State Government, cities, counties, higher education and public education, the same prices and contract terms for all of the services, e.g., long distance, 800, calling card, directory assistance, etc. that will be awarded as a result of this RFP.

11.23 Billing for Other State Political Subdivisions - Mandatory

Indicate your capability/willingness to provide separate billing to those agencies that are outside of the service responsibility of ITS, e.g., Judicial and Legislative Branches

of State Government, cities, counties, higher education and public education, that opt to purchase from the statewide contract(s) awarded as a result of this RFP.

11.24 Annual Contract Usage Reporting

Usage reports must be submitted via e-mail to State Purchasing and ITS annually on a fiscal year basis (July - June). The annual usage report will be due no-later-than July 31st of the subsequent fiscal year. The report must delineate the State's from political subdivision's usage. Contract award supplier(s) must complete the usage report utilizing the template embodied in Attachment IV – Annual Usage Report (refer to the attached spreadsheet entitled “LD - Usage Reporting Template; DG5507 (2004)”. Be aware, the final reporting template will need to be modified somewhat to accommodate the granularity required by State Purchasing, specifically, usage will need to be delineated by specific categories as follows: State agencies, cities/towns, counties, education K-12, higher education and unspecified, e.g., sewer districts. Supplier(s) will not be permitted to direct State personnel to "raw" (source) information in an attempt to skirt this reporting responsibility.

11.25 Customer Service Representatives

Provide the names, titles, addresses and telephone numbers of your customer service representatives (those responsible for questions on billing data) and your data processing representatives (those responsible for questions on tape/CD format).

11.26 Billing Questions, Disputes and Error Resolution

Describe your processes and procedures for resolving billing questions, disputes and errors and the associated time frame for billing error resolution. Describe your escalation procedure; include applicable names and telephone numbers. Billing errors and issues should be resolved within 30 days of problem identification.

11.27 Billing Verification

Describe how you verify third party and collect call billing. Describe how disputed third party and collect calls are handled. The State will not assume responsibility for payment of disputed calls.

11.28 Billing Measurements

Define: 1) initial billing increment, e.g., 10 second minimum, 2) subsequent billing increment(s) and 3) time billing begins and ends during the call completion process. Examples follow: 1) if a supplier's minimum billing increment is 10 seconds, then a call consisting of 7 seconds of talk time would be charged the minimum increment of 10 seconds; 2) if a supplier's minimum billing increment is 10 seconds and their subsequent billing increment is 8 seconds, then a call consisting of 49 seconds of talk time would not be charged the minimum increment of 10 seconds since the call exceeded 10 seconds, rather it would be billed 56 seconds (49 seconds/8 seconds per subsequent billing increment = 6.13 increments; 6.13 rounds up to 7 increments; 7 X 8 seconds = 56 seconds).

11.29 Billing Number Inventory Report

Provide a quarterly report on computer diskette that provides a complete inventory of

all telephone numbers and/or circuit IDs. The State would like the following items included: 1) account or location number for each site, 2) all telephone numbers and/or circuit IDs at each site and 3) address for each site including city name. The State would prefer this report to be in Excel Office 2000 format and that the report be capable of being sorted by account/location number, telephone number, circuit ID, address and/or city.

11.30 Billing Analysis and Reconciliation

Describe the method you utilize to analyze and reconcile billing data. Describe the availability and procedures used to obtain invoice information and call detail.

11.31 Web Site Report Capability

Describe your capability to allow the State to access billing information via the Internet; include as part of your description:

11.31.1 Lag Time - The lag time, if any, between the time the billing period closes and when the billing information would be accessible

11.31.2 Access Costs - Provide applicable costs for this capability in Attachment III - Costs

11.31.3 Down Load Capabilities - Data massaging and download capabilities

11.31.4 Hardware/Software Requirements - Hardware and/or software required to access/download billing data

11.32 Independent Telephone Company Negotiations/Contracts

Contract awardee(s) must: 1) conduct any/all negotiations and 2) contract for any required services, with independent telephone companies that are necessary to provide requested services to the State.

Section 12. Billing and Administration Specific to 800 Services

12.1 Single Responsible Organization

The State prefers to have a single responsible organization (RESPORG) for all 800 services even if the State opts to partition the award between multiple suppliers. Would you agree to act as RESPORG for all of the State's 800 services?

12.2 Invoice Summary Information

A single monthly invoice summarizing all 800 services must be provided and include minimally the following information:

12.2.1 Summary Information

Provide the total charges, subtotals by 800 number, balance and payment information, remittance stubs, etc.

12.2.2 Account Activity

Provide account activity information that, minimally, identifies the following:

12.2.2.1 New Service

All numbers that are being invoiced for the first time must be listed; showing for each new number, the date of installation and the State's purchase order number that is associated with the installation order

12.2.2.2 Service Disconnects

All numbers that are being invoiced for the last time must be listed; showing for each number, the date of disconnection and the State's purchase order number that is associated with the disconnect order

12.2.2.3 Blocking Arrangement Changes

All changes in blocking arrangements must be listed; showing the number, effective date, type of change (block or unblock) and area code and/or prefix blocked

12.3 Enhanced Feature Charges

Identify all monthly and/or one-time charges associated with your enhanced 800 features. Provide all applicable charges, etc. in Attachment III - Costs. Charges for enhanced features should appear on your electronic billing media and your paper invoice and should reflect the 800 number associated with the enhanced feature along with a description of the enhanced feature.

12.4 Vanity Numbers

Provide your "vanity" 800 number policy/procedure. Provide all associated charges in Attachment III - Costs.

12.5 800 Services Order Process/Procedure

Describe your order process/procedure for 800 Services. Include applicable forms to be completed by State personnel, etc. and the time frame to implement new service.

Section 13. Required Contract Provisions

13.1 Termination Without Liability

The State may terminate service, in whole or in part, without liability, upon 60 days written notice if contract awardee increases costs or decreases services provided under this contract without the State's prior consent.

13.2 Termination by Contract Awardee

Contract awardee must pay all costs associated with changing the service to another supplier.

13.3 Responsibility for Subcontractors

Contract awardee is solely responsible for ensuring that their subcontractors comply with all terms and conditions of the contract.

13.4 New Products and Services

New products and services that replace or augment those already included under this contract may, with the approval of the Division of Purchasing, be added to this contract. Pricing for such new products and services must follow the same discount formulas established for the original products and services.

13.5 License Fees

Contract awardee must pay for all federal, state, county and/or city licensing and inspection fees that may be required to complete each project.

13.6 Testing

The State reserves the right to have any or all of the equipment and/or software provided by contract awardee independently tested and evaluated. Contract awardee must replace, at no cost to the State any equipment and/or software found to be non-compliant and reimburse the State for any testing that reveals non-compliant equipment and/or software.

13.7 Workmanship

Contract awardee must correct, at no cost to the State, any faulty workmanship that does not comply with the State's specifications and with all applicable local, state and/or federal codes.

13.8 Service Agreement/Work Order Terms

Any "service agreement" and/or "work order" terms must be included in your RFP response (they cannot be added later).

Attachment I - Evaluation and Selection Procedure

Introduction

This procedure is provided for information only and does not require a response. It describes in sequence each step that will be followed in the evaluation of proposals.

Step 1 - Initial Evaluation

Each proposal will first be evaluated against mandatory proposal requirements. Proposals that fail to comply with mandatory requirements will be rejected and will, therefore, receive no further consideration.

Step 2 - Detailed Evaluation

A detailed scoring evaluation will be performed on those proposals that have passed Step 1. The scoring will be done in a common format for all proposals.

Proposals will be evaluated/scored based on the following criteria:

Cost	40%
Technical	20%
Maintenance/Warranty	10%
Billing and Administration	10%
Offeror Profile	10%
References	<u>10%</u>
Total =	100%

Maximum points for the cost section will be assigned to the proposal with the lowest four-year cost of service. All other proposals will be assigned points in proportion to the lowest cost proposal. State Purchasing will assign cost section points based upon their cost formula.

Step 3 - Analysis and Recommendation

Finally, a comprehensive proposal evaluation report that includes the evaluation committee's award recommendation will be prepared for the Division of Purchasing.

Attachment II - References

Long Distance Services

#1 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

#2 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

#3 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

800 Services

#1 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

#2 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

#3 Company: _____
 Address: _____

 Contact: _____
 Phone: _____

Attachment III - Costs

Refer back to each of the below listed “specification “ paragraphs/subparagraphs to determine what “cost” information is being requested/required, e.g., rates, charges, fees, penalties, discounts, etc. Take whatever space you require, using this “attachment” to identify/describe all cost information.

- 4.14 **Special Access Rates**
- 4.18 **SONET Fiber Optic Local Access**
- 4.32 **Voice over IP (VOIP)**
- 4.33 **Implementation/Conversion of Voice, Data and Video Services to VOIP Services**
- 5.3 **Area Code & Prefix Blocking**
- 5.17 **Recorded Announcements**
- 7.1 **Features**
- 8.1 **Audio Conferencing**
- 8.2 **Video Conferencing**
- 11.5.2 **EDI Charges**
- 11.8 **National Access Fees - NAF or PICC Charges**
- 11.9 **Universal Service Fees – USF**
- 11.10 **Miscellaneous Fees**
- 11.12 **Late Fees**
- 11.14 **Early Termination Charges**
- 11.15 **Calling Card Rates, Charges (Surcharges)**
- 11.16 **Network Access Charges**
- 11.22 **Electronic Ordering**

11.33.2 Access Costs

12.3 Enhanced Feature Charges

12.4 Vanity Numbers

Bidders will be required to provide their various rates, e.g., long distance, in response to this RFP. An actual cost "configurator" is being developed and will be provided in an RFP addenda. Bidders will not be required to actually complete the configurator. Rather, evaluators will apply your rates to a sample set of calls in an effort to identify (distinguish) and quantify real-world costs taking into consideration such bidder variables as, initial and subsequent billing increments and rounding methodologies.

Attachment IV - Annual Usage Report

Refer to the attached spreadsheet entitled “LD- Usage Reporting Template; DG5507 (2004)”.

Annual Usage Report

Date: _____

Vendor: _____

Reporting Period: July - June

Report Summary:

A usage report will be required annually on a fiscal year (July - June) basis. Contract award vendor(s) must complete the usage report utilizing the template embodied in this RFP attachment. Vendor(s) will not be permitted to direct State personnel to "raw" (source) information in an attempt to skirt this reporting responsibility. The annual usage report will be due no-later-than July 31st of the subsequent year. Reports must be provided to both State Purchasing and ITS.

Service Description (Long Distance)	IntraLATA			Interstate			International		
	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
State of Utah (ITS) - Dedicated Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
State of Utah (ITS) - Switched Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
Political Subdivisions - Dedicated Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00
Political Subdivisions - Switched Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00

Service Description (800 Services)	IntraLATA			Interstate			Canada		
	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
State of Utah (ITS) - Translation Annual Totals =									
State of Utah (ITS) - Dedicated Annual Totals =									
State of Utah (ITS) - High Capacity Annual Totals =									
Political Subdivisions - Translation Annual Totals =									
Political Subdivisions - Dedicated Annual Totals =									
Political Subdivisions - High Capacity Annual Totals =									

Service Description (Calling Card Services)	IntraLATA			Interstate			International		
	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
State of Utah (ITS) - Annual Totals =									
Political Subdivisions - Annual Totals =									

Service Description (Audio/Video/Web Services)	IntraLATA			Interstate			International		
	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
State of Utah (ITS) - Annual Totals =									
Political Subdivisions - Annual Totals =									

Service Description (Directory Assistance Services)	1-411 or 411	1-411 or 411	555-1212	555-1212
	Quantity	Dollars	Quantity	Dollars
State of Utah (ITS) - Annual Totals =				
Political Subdivisions - Annual Totals =				

Annual Usage Report

Date: _____

Report Detail:

State of Utah (ITS):

Dedicated Long Distance Usage	IntraLATA			Interstate			International		
State of Utah - ITS (Only)	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
July Totals =									
August Totals =									
September Totals =									
October Totals =									
November Totals =									
December Totals =									
January Totals =									
February Totals =									
March Totals =									
April Totals =									
May Totals =									
June Totals =									
Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00

Switched Long Distance Usage	IntraLATA			Interstate			International		
State of Utah - ITS (Only)	Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
July Totals =									
August Totals =									
September Totals =									
October Totals =									
November Totals =									
December Totals =									
January Totals =									
February Totals =									
March Totals =									
April Totals =									
May Totals =									
June Totals =									
Annual Totals =	0	0	\$0.00	0	0	\$0.00	0	0	\$0.00

Annual Usage Report

Date: _____

Political Subdivisions:

Dedicated Long Distance Usage		IntraLATA			Interstate			International		
List Political Subdivisions		Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
1	ABC County - July Totals =									
	ABC County - August Totals =									
	ABC County - September Totals =									
	ABC County - October Totals =									
	ABC County - November Totals =									
	ABC County - December Totals =									
	ABC County - January Totals =									
	ABC County - February Totals =									
	ABC County - March Totals =									
	ABC County - April Totals =									
	ABC County - May Totals =									
	ABC County - June Totals =									
2	XYZ City - July Totals =									
	XYZ City - August Totals =									
	XYZ City - September Totals =									
	XYZ City - October Totals =									
	XYZ City - November Totals =									
	XYZ City - December Totals =									
	XYZ City - January Totals =									
	XYZ City - February Totals =									
	XYZ City - March Totals =									
	XYZ City - April Totals =									
	XYZ City - May Totals =									
	XYZ City - June Totals =									
Etc.	Etc.									
Annual Totals =		0	0	\$0.00	0	0	\$0.00	0	0	\$0.00

Annual Usage Report

Date: _____

Switched Long Distance Usage		IntraLATA			Interstate			International		
List Political Subdivisions		Minutes	Messages	Dollars	Minutes	Messages	Dollars	Minutes	Messages	Dollars
1	ABC County - July Totals =									
	ABC County - August Totals =									
	ABC County - September Totals =									
	ABC County - October Totals =									
	ABC County - November Totals =									
	ABC County - December Totals =									
	ABC County - January Totals =									
	ABC County - February Totals =									
	ABC County - March Totals =									
	ABC County - April Totals =									
	ABC County - May Totals =									
	ABC County - June Totals =									
2	XYZ City - July Totals =									
	XYZ City - August Totals =									
	XYZ City - September Totals =									
	XYZ City - October Totals =									
	XYZ City - November Totals =									
	XYZ City - December Totals =									
	XYZ City - January Totals =									
	XYZ City - February Totals =									
	XYZ City - March Totals =									
	XYZ City - April Totals =									
	XYZ City - May Totals =									
	XYZ City - June Totals =									
Etc.	Etc.									
Annual Totals =		0	0	\$0.00	0	0	\$0.00	0	0	\$0.00